

Special Bulletin

For professional providers

September 5, 2024

Physical Medicine Management: High Performing Network Program Update

Highmark transitioned utilization management (UM) of outpatient physical medicine services for physical therapy (PT), occupational therapy (OT), and manipulation services to Helion in December 2023.

Highmark will use the 2024 and 2025 benefit years as a transition period for providers to adjust to using the Helion Arc platform. As such, Highmark will not make any changes to the High Performing Network (HPN) status of our providers during both 2024 and 2025.

Highmark will begin using claims data as well as data derived from Helion Arc to make HPN determinations starting **Jan. 1, 2026**.

HPN criteria/considerations include:

- At least 20 Highmark members (18+ years old) during the annual performance period
- An Average Visits per Member less than the 80th percentile
- At least 90% of prior authorizations submitted electronically via Predictal and Helion Arc
- Participation under the Daily Dollar Maximum (DDM) methodology
- PT/OT Quality Scorecard Ranking consideration (when applicable)

For more information on the HPN program and metrics, please refer to the **Frequently Asked Questions** documents for [Physical and Occupational Therapy](#) or [Chiropractic](#) posted on the Provider Resource Center.

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Helion is a health care technology and services company that helps payers cultivate high-performing networks while empowering providers to operate at their best – and in doing so, help patients heal better.

